

FMCSA Portal E-zine

for Enforcement

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Delivering Updates to Your Desktop about the FMCSA Portal

A Word from the COMPASS Team

Welcome to Issue 8 of the FMCSA Portal E-zine for Enforcement. Thanks to everyone who took the time to complete last month's Portal survey. We are pleased to share the results.

- Overall, 44% of respondents rated their general satisfaction as a "4", with an additional 47% of responses rating general satisfaction as a "5" or a "3." (All responses in the survey were rated on a 1 to 5 scale, with 5 being excellent.)
- When compared with the previous method of accessing and using the information needed by users, the Portal received an "excellent" rating from 39% of respondents.
- Ease of use also scored high marks, with 69% of respondents rating it as either excellent (29%) or very good (40%).
- In terms of meeting expectations, 66% of respondents gave the Portal a "4" or "3" rating, and another 22% gave a rating of "5."
- Among written comments, 29% of respondents said they want access to more FMCSA systems and Web sites. Another 40% of written comments discussed the need for making the Portal more user-friendly and addressing the timing-out issue.
- Of the 527 responses, 75% came from State enforcement personnel and FMCSA employees, with the remaining 25% submitted by motor carriers and shippers.

We have reviewed the results and comments and plan to respond with a range of actions, including creating Problem Tracking Reports, adding functionality and enhancements in future releases, offering additional training, sharing comments with IT Development regarding system functionality that resides in systems accessed via the Portal but is maintained separately, and communicating more frequently and clearly with users. As we move forward, we will continue to solicit your input and ideas for additional ways in which we can improve the Portal and the services that we offer.

Functionality Update

- An earlier issue prevented users with the Primary Company User role from adding access to an additional USDOT number via the Company My Profile page. With this month's release of the first phase of the Single Sign-On (SSO) Release, primary company users are now able to add access to additional USDOT numbers via the Company My Profile page.
- An earlier issue involved users not receiving the level of privileges expected when accessing DataQs such as General Public, FMCSA /State Agency User, Administrative User, and Validated Motor Carrier. With this month's SSO release, users now have the appropriate DataQs privileges based on their user type and organization.

Tips

- Updated training is now available on the Portal. If you haven't reviewed the training materials recently, we would encourage you to spend a few minutes reading through the current materials. As a reminder, all of the Portal training is self-guided and available 24 hours a day.

Feedback

We hope this e-zine will create more dialogue with the Enforcement community. To send your feedback or request additional information, contact the COMPASS team at compass@dot.gov. For technical support, contact FMCSA Technical Support at 617.494.3003 or FMCTechSup@dot.gov.